

ENTRÉE DESTINATIONS

Entrée Destinations is a provider of **luxury travel services** delivering customized journeys throughout Canada and Alaska. We dream big and travel bigger. We believe in not only giving our guests what they ask for, but giving them what they never dreamed possible. Using our handpicked collection of luxury hotels, wilderness lodges, resorts, outfitters, transportation and activity companies we stretch our imaginations to create the unimaginable journeys for our guests. Our Purpose means something to us, and our focus '*Touch the Guest*' is behind everything we do.

Position: Sales Support Coordinator
Type of position: Permanent, full-time, 40-hours per week, Monday to Friday
Location: Vancouver office, located in Gastown.

Reporting to the Sales Support Manager, the Sales Coordinator will assist the Sales Team with the administrative tasks of planning, selling and maintaining accurate costs of individual travel programs throughout Canada and Alaska. Core duties are building accurate customized proposals, reviewing confirmations, correcting cost discrepancies, posting and tracking payments, and invoicing our customers.

Duties will include:

- Supporting Sales Team by building customized proposals in Tourplan software as required
- Check hotel and supplier availability and advise alternatives to ensure that every product can be sold as presented in the proposal. Place and track holds as required.
- Working closely with the Sales Team, researching costing errors to determine root cause and resolving discrepancies with team
- On behalf of the Sales Manager, communicate directly with the client on administrative items and forms such as: signed Terms and Conditions document, Guest Information Form, invoice and payment details, flight itineraries, etc.
- Checking contracted supplier rates to ensure accuracy
- Revising costs as appropriate and as directed by Sales Team
- Tracking costing errors and reporting to Department Manager who can plan training accordingly
- Diarize trip deadlines and track customer payment schedules with support of finance department
- Posting payments in reservation system and preparing and filing on line invoices for Sales Managers while keeping files PCI compliant
- Preparing Sales Reports as required and directed by Sales Team
- Updating Sales Support Calendar
- Receiving client forms and checking for accuracy, updating client file with appropriate information, charging credit card, posting payments, preparing and filing invoices
- Revising files as required by Sales Support Team, Operations, Docs
- Answering the telephone and general office duties as directed or required (may include preparing courier packages, data entry, filing, errands, etc....).
- Supporting the Canada and Alaska Sales Teams as required for client follow up processes

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Skills & Qualifications required:

- Excellent attention to detail and an understanding of high-level of customer service
- Strong excel skills and aptitude for numbers
- Proven ability to understand supplier/partner contracts, terms relating to contracts, and pricing structures, including Canadian taxes
- Strong organizational skills and the ability to multi task in a fast-paced environment
- Ability to work independently, as well as part of a team
- Proficiency in Microsoft Word, Internet and e-mail applications (experience with Tourplan is an asset)
- Relevant experience in the travel industry (preferably with a tour operator or wholesaler) is preferred
- Fluency in the English language (written & spoken) and strong communication skills.

What We Offer

- An opportunity to join a growing internationally acclaimed luxury travel company with 25 years of success
- A purpose-led organization, treating each other with the same level of integrity and care as our guests
- Two week's vacation
- Paid time off (wellness days)
- Health and Dental Benefits employer/employee cost share
- Pension plan matching program
- A gorgeous Gastown office with a roof top deck and views of Coal Harbour and the North Shore Mountains. Close to Sky-train, West Coast express and loads of shopping and restaurants.
- A commitment to company culture. We have an employee-led social team, responsible for office snacks and office social events including birthday celebrations, summer BBQ's on the deck, curling, snow-shoeing, on-site massage, pizza lunches and whatever else we dream up.

In case you haven't noticed, our purpose matters to us, governing how we do our jobs. From the Accounting Coordinators to the Sales Managers, each and every one of us drinks the champagne (it's so much better than Kool-Aid!) and hope that you would too.

If you are an enthusiastic & committed individual, looking for a challenging position in a fun & dynamic environment then please forward your resume and cover letter to: careers@entreedestinations.com.

We regret that due to the high volume of applicants, only those candidates selected for interviews will be contacted.